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PATENT  
Customer No. 60,668  
Attorney Docket No. 08020.0012-00  
SAP Reference No. 2003P00902 US

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of: )  
 )  
Hilmar WECHSEL ) Group Art Unit: 3687  
 )  
**Application No.: 10/787,206** ) Examiner: Oluseye Iwarere  
 )  
Filed: February 27, 2004 ) Confirmation No.: 4681  
 )  
For: SYSTEMS AND METHODS FOR )  
MANAGING PRODUCT RETURNS )  
USING DECISION CODES )

**Mail Stop Amendment**  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**REPLY TO OFFICE ACTION**

In reply to the Office Action mailed December 17, 2010, the period for reply extending through March 17, 2011, please amend the above-identified application as follows:

**Amendments to the claims** begin on page 2.

**Remarks** follow the amendment section of this paper.